

System Administration Restore

Christine Harbison

17-Jan-1996

System Administration Restore



Overview

This scenario describes a fatal error with Remedy. A configuration file needs restoring from the previous days backup. The restore occurs, Remedy is successfully restarted, and a Trouble Ticket is filled out.

Assumptions

- The configuration file exists on the previous days backup which is on the Data Server.
- The system administrator will follow a standard procedure to conduct the restore.

Scenario

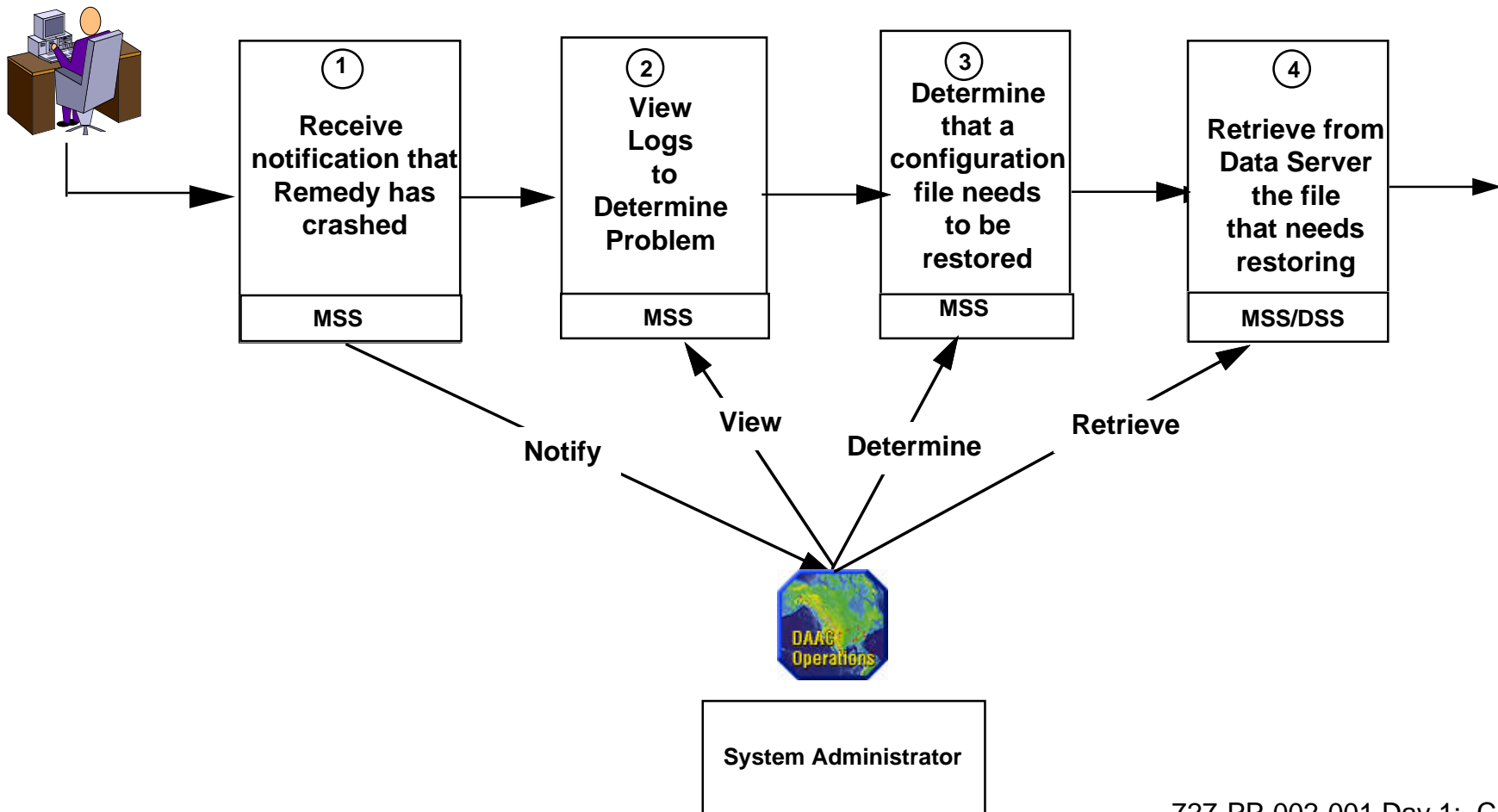
- Receive fatal error message for Remedy.
- Determine Problem.
- Perform Restore.
- Restart Remedy.
- Fill out Trouble Ticket.

Heritage

ECS Operations Concept Part 2A - ECS Release-A (604-CD-003-002), Section 4.1.1

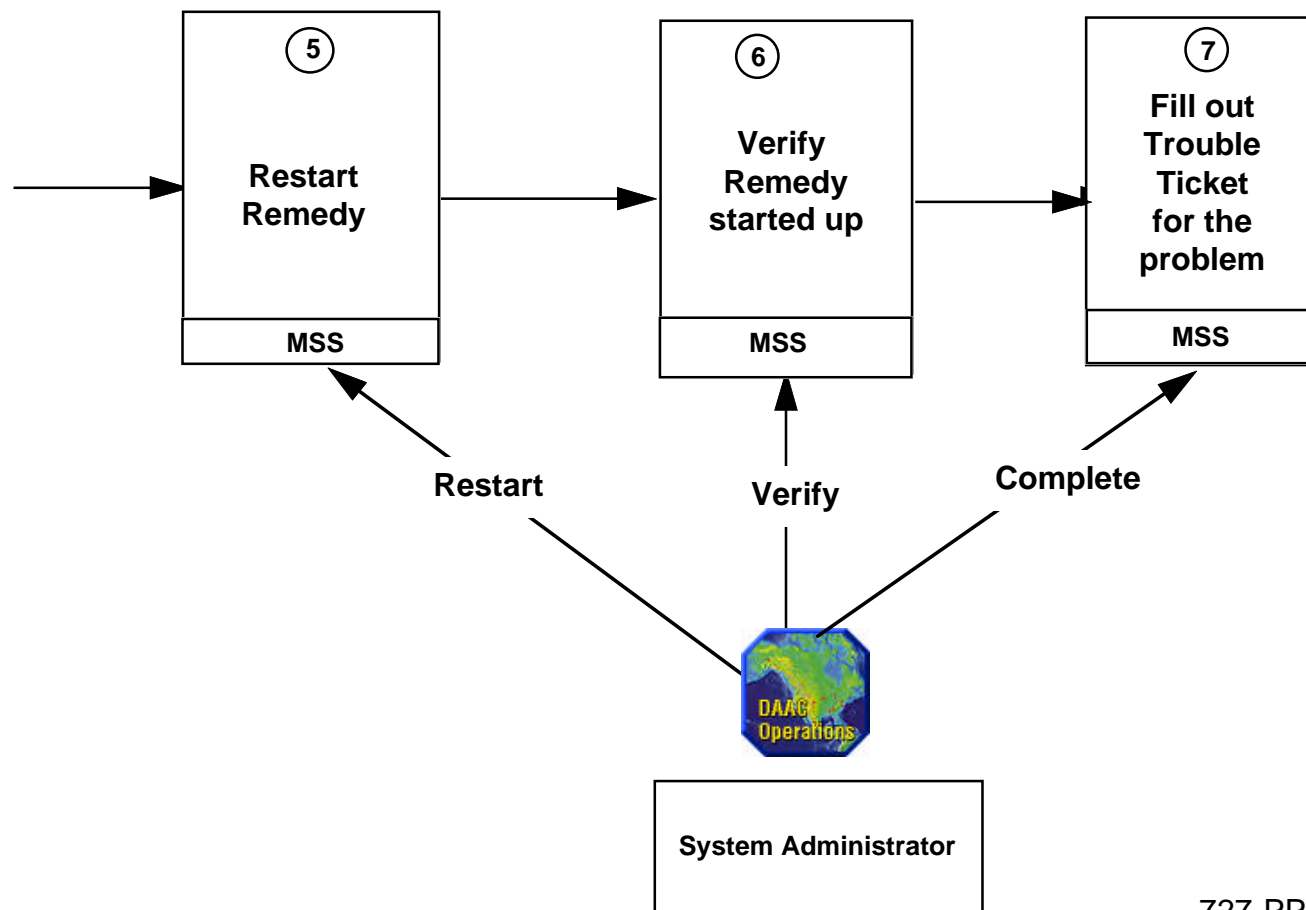
System Administrator Restore

Functional Flow (I)



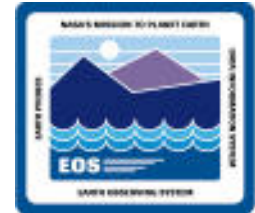
System Administrator Restore

Functional Flow (II)

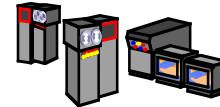


System Administrator Restore

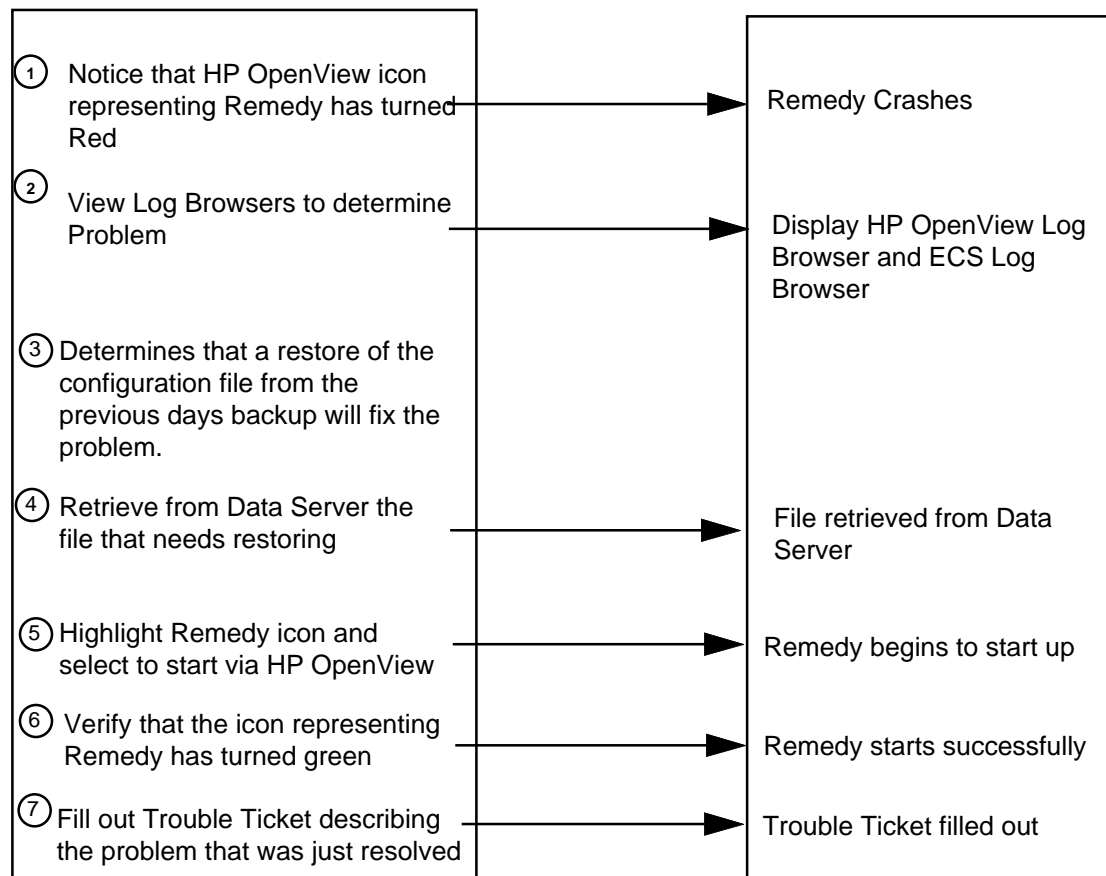
Points of View



System Administrator



ECS Subsystems

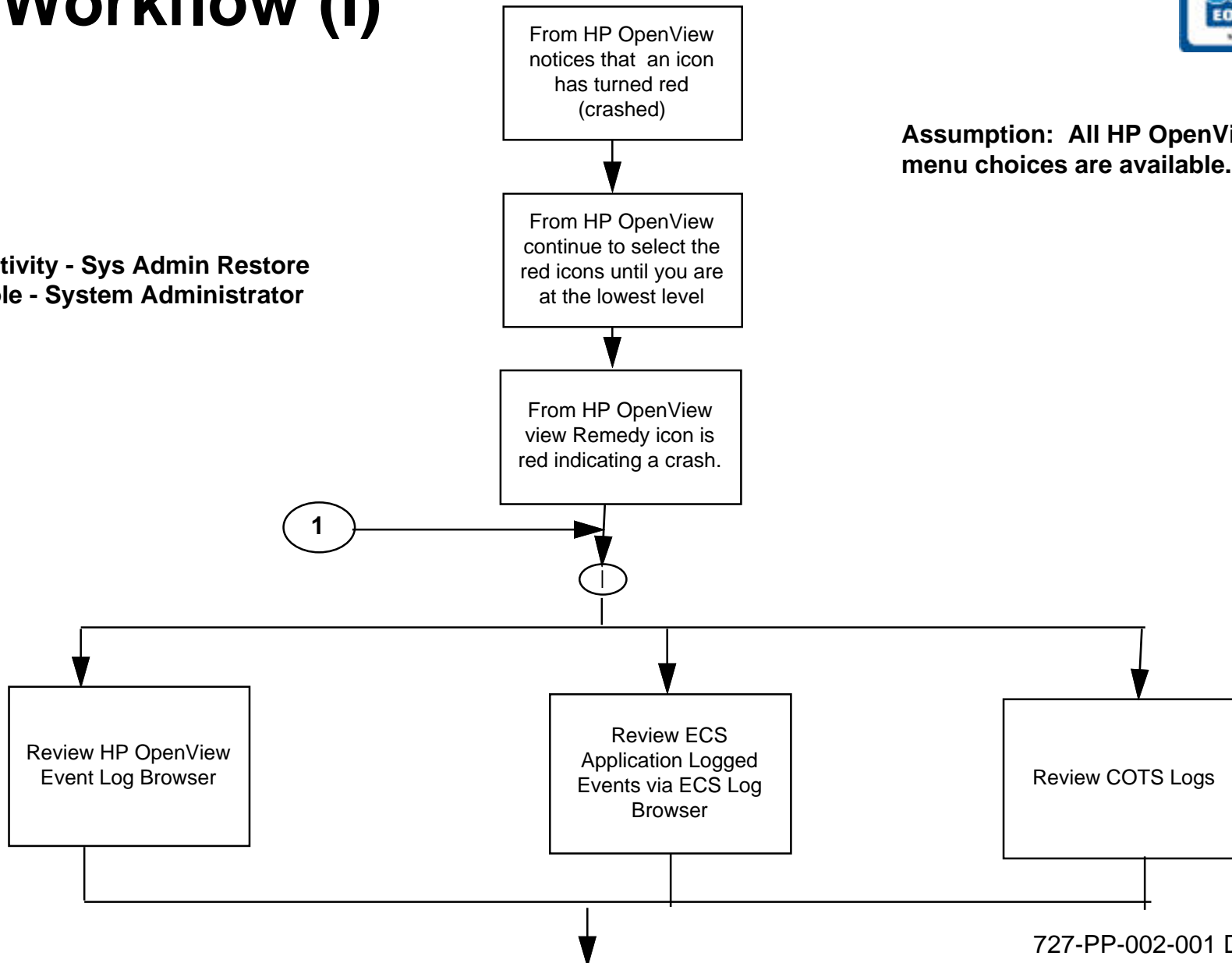


System Administration Restore - Workflow (I)



Assumption: All HP OpenView menu choices are available.

Activity - Sys Admin Restore
Role - System Administrator

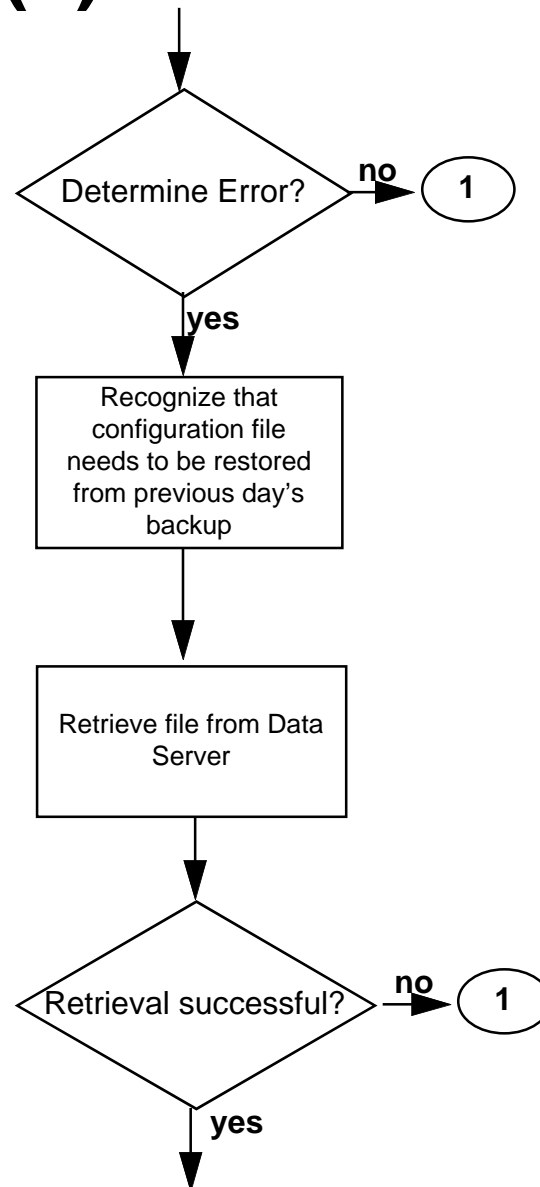


System Administration Restore - Workflow (II)



Assumption: All HP OpenView menu choices are available.

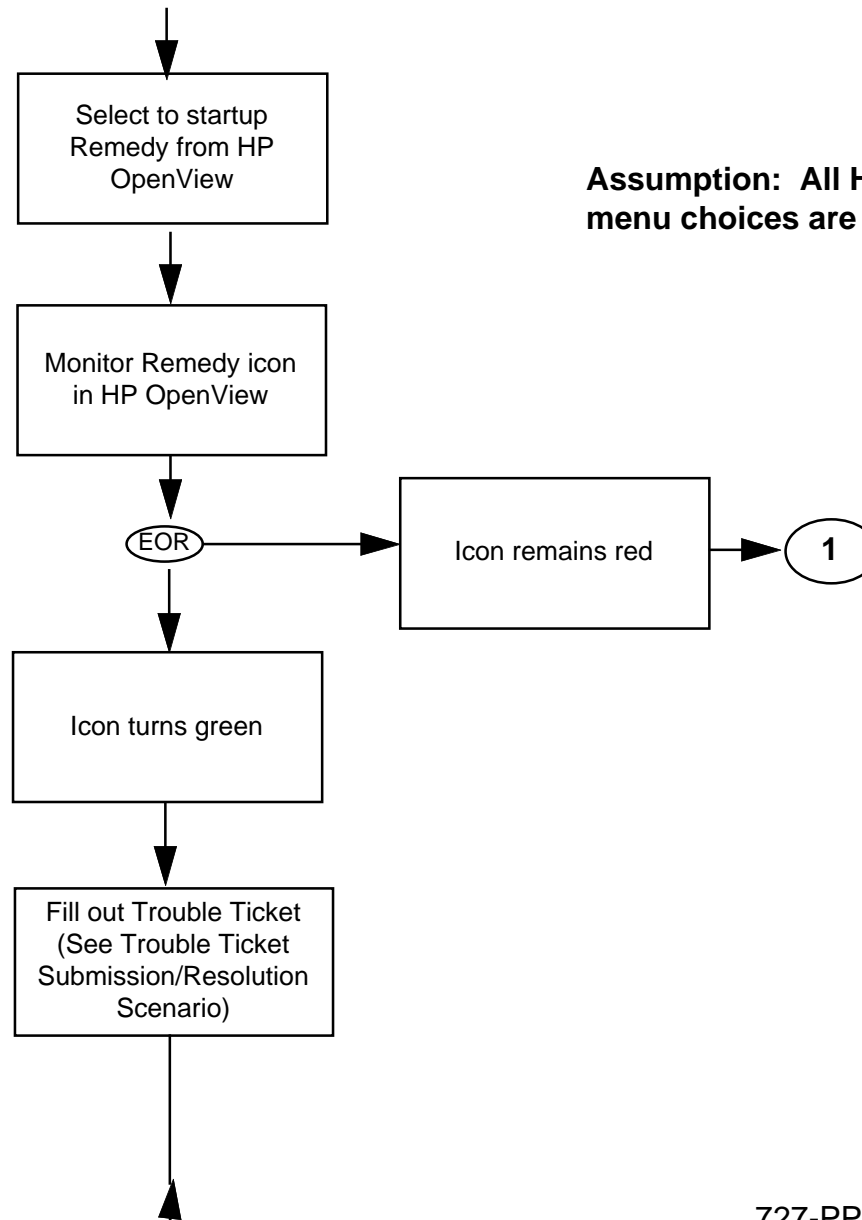
Activity - Sys Admin Restore
Role - System Administrator



System Administration Restore - Workflow (III)



Activity - Sys Admin Restore
Role - System Administrator



System Administration Restore - Data Activity (I)



Operator Function	Data Element	Operator Interactions (Edit, Input, Display)
1. Notice icon has turned red	icons	Display
2. Select icon in HP OpenView	icons	Input/Display
3. View logs	Log Selection ECS error id ECS error text Severity COTS error text COTS error id	Input Display Display Display Display Display

System Administration Restore - Data Activity (II)



Operator Function	Data Element	Operator Interactions (Edit, Input, Display)
4. Monitor	Icons	Display
5. Retrieve file from Data Server	File name Destination	Input Input
6. Generate a Trouble Ticket	See Trouble Ticket Submission/Resolution Scenario Data Activity	